



### **Board of Directors**

Charles Nunes (2019 – 2025) – Vice President & Maintenance  
Talley Snow (2022 – 2025) – Secretary  
John Watkins (2020 – 2023) – Treasurer  
Darin Batty (2022 – 2025) – Management  
Tom Barcellos (2021 – 2024) – Collections  
Joyce Aldrich (2020 – 2023) – Rules and Regulations  
Mark Schieber (2020 – 2023) – Public Relations (Absent)  
Charlie Weeks (2021 – 2024) – Park Usage

Members Present – 25

Meeting called to order at 9:14am by Charles Nunes.

Flag salute led by American Legion Post 136.

### **President's Address**

- Please silence or turn off all cell phones.
- This meeting is restricted to members only.
- Members are welcome to participate during the *Member's Comments* section of the agenda.
- To maintain decorum, member comments are limited to two (2) comments per person.
- As stated in the rules, all complaints to Park Management must be in writing and signed by the person making the complaint. Anonymous statements will not be taken into consideration.
- Discussion can become emotional, but all members deserve to be treated with dignity and kindness.
- The Board aims to answer member questions at every meeting. However, responses to specific comments or questions may be deferred for review and placed on next month's agenda.
- The Board represents the interests of 875 shareholders. While consideration is made for individual concerns, decisions are based on what is best for all members.
- This is a volunteer Board. No one is paid for their time. Directors are reimbursed for out-of-pocket expenses and receive two (2) free days use for their RV when attending a meeting.
- Holiday RV Park's meetings and procedures are governed by its bylaws, CC&Rs and rules.

**Charlie Weeks made a motion to approve the minutes of the October 8, 2022 meeting, seconded by John Watkins.**

### **Committee Reports**

#### **Financial Report – John Watkins**

Park Accounts	Balance (10/31/22)	Monthly Comparison	Oct 2022	Oct 2021	Difference	% Change
Mechanics Bank–Operating	\$21,558.26	Income	\$102,205.93	\$86,686.01	\$15,519.92	16%
Mech. – Laundry	\$11,430.62	Expense	\$140,573.05	\$121,792.39	\$18,780.66	13%
Mech. – Dues	\$3,540.75	Net Income	\$-38,367.12	\$-35,106.38	\$-1334.58	-9%
Mech. – Emergency Reserves	\$6,809.88					
Mech. – CIM Reserves	\$82,166.52					

Looking at the financials we are still in a good place but the major change is our utilities. We had a \$5,100 bill for the gas this year compared to \$0 bill last year at this time. The reason for this is the billing cycle changes based on the number of days in the month and when we receive the bill from the companies. Insurance expenses have increased and unfortunately it is what it is because we need the insurance to cover the park and keep operating. The two bills that take up most of the bills is the gas payment and the bill for Glenn Bernadette for the taxes. Overall, we are in pretty good shape though.

I need to make a motion to move money from the dues account into the operating account to pay the property tax bill.

Comment from Liz Cuccia – Total amount to be moved will be \$44,273.42.

Comment from Tom Barcellos – I make a motion to move money from Dues account to operating account to pay the property tax bill.

Comment from Darin Batty – I second that motion.

**John Watkins made a motion to accept the October 2022 financials and pay the bills and payroll, seconded by Darin Batty.**

### **Collections – Tom Barcellos**

There is currently \$4,142.42 in outstanding dues, including late fees. Out of that amount, approximately \$2,600 is attributed to the 4 members that are in foreclosure and will have their shares sold today at the public auction at 11:00am. So, everyone bring your money! That leaves a balance of \$1,542.42 in which the office staff has done a great job of getting people aware of their past due amounts and making sure they are paying when they call or come in. People are becoming more aware and taking care of their bills since this is still a great value for the money. I want to thank office staff and Liz for getting it done and putting the money in the right places.

### **Management – Darin Batty**

I'm sure as everyone is aware by now, Aaron is our new Park Manager. He's been with us for quite a while and is doing a great job!

Comment from Charles Nunes – We really appreciate Aaron stepping into the position with his knowledge of the park. Please respect him and if you have any questions, please just go into the office and speak with Aaron.

### **Park Use – Charlie Weeks**

The occupancy in October was right about 75%, which compares favorably to 2021 because we now have access to all our RV sites again for reservations. Last year we still had a fair amount of construction in the Park that limited our overall availability.

### **Correspondence / Public Relations – Mark Schieber (Absent)**

*None.*

**October 2022 Guest Survey Comments:** *Please refer to the attached comments at the end of this document.*

### **Park Maintenance – Charles Nunes**

We have installed signs on the showers so people now know when the showers are occupied by another individual. We are still looking into the mats for the showers in the restrooms but should have that resolved over the coming weeks. Unfortunately, we cannot put a mat in the handicapped shower as that will hinder the use of wheelchairs. Weather is getting colder and possibly some rain. We are looking to purchase new rain gear at next month's meeting. We would like to get a

couple items voted on today. We need to replace 6 golf cart batteries for one of the golf carts which totals to \$840 + Tax at a limit of \$1000 for tax and parts that may be needed. All chargers are currently working and do not need to be replaced at this time.

Comment from Charlie Weeks – I make a motion to approve \$1000 budget for new batteries.

Comment from John Watkins – I second that motion.

Comment from Tom Barcellos – State has a program that will give a voucher for up to \$13,500 to replace engine driven carts with new electric golf carts. It is an application process but we need to think about possibly taking into consideration replacing the current ones. State will pay 75% of the cost.

Comment from Charles Nunes – We will investigate that and discuss it in executive session a little further.

Maintenance staff will also need some new battery-operated tools. New tool set comes with saw, couple different drills, impact, batteries, and chargers. Set is currently \$540, so I would like to request a motion for \$650 to replace current tools.

Comment from Talley Snow – We can make the motion for \$1300 to purchase two sets of Milwaukee tool kits. Stipulation is to make sure it is on sale with possibly a Veteran's discount.

Comment from John Watkins – I second that motion.

### **Rules and Regulations – Joyce Aldrich**

I would like to discuss the new rules and regulations in executive session today. We are hoping to have the new rules and regulations by next meeting in December.

### **Manager's Report – Aaron Cartwright**

We have a new maintenance employee on staff whose name is Doug and he will be working the evening shift between 3-10pm a couple days a week. He has been working out great and doing a lot of the additional cleaning that we have needed help with at night. So please welcome him if you haven't already! As far as the job I used to do, Jennifer is here again at the park full time so she is going to step into that roll and take over those responsibilities since she knows what she is doing and does a fantastic job at it. Otherwise, the rest of the staff is fantastic and everything is going well. Last thing I want to say is the notices for monthlies will be going out in December about the raise in rent and reminder to sign new contracts. Other than that, if you have any questions or concerns you can send me an email or stop by the office and I would be more than happy to talk with any of you!

### **Reportable Actions – Talley Snow**

I just have a few things to go over. Aaron covered one of them which was we do now have Jennifer back full time in the office which we are super happy about. Also, in our executive session last month we did approve to advertise in CampCal Now. We are going to revisit this as there are some items we would like to pull back on but we do have the approval once we figure out the specifics.

### **Old Business**

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#### **1. Construction Improvement Committee – Tom Barcellos / John Watkins**

Comment from Tom Barcellos – The construction is complete and permits are finalized. We are moving forward and just taking care of the warranty issues we may run into. Robertson has been great to work with and they have decided to break up payments into 6-month payments which we are already halfway through. Also, shout out to them for helping us with the fight against the pool guys and non-pool guys as they have been assisting us with those issues as well!

Comment from John Watkins – I’ve got a detailed financial report on the construction project that Liz put together for us. We are going to contact Robertson’s because I have a couple of questions that I have highlighted. Some of the expenses we were unable to control due to the pandemic. Many of the materials went up in cost due to the pandemic which ended up putting us a little over budget. Final cost was \$1.5 million which was just over budget of \$1.2 million. We just need to work on the spa heaters and the drainage in the shower. I am going to discuss this with Tom, Charlie, and Robertson’s to come up with a solution for the drainage.

Comment from Joelyn Lutz (Locker 369 & 850) – I think we are all in agreement the issue is coming from the handicap stall. It seems to come from the corner where it is just coming down and not going to the drain.

Comment from James Datsko (Locker 702) – We have the same issue in the men’s restroom as well. When I got to take my shower in the morning’s, there is always a small puddle by the handicap shower.

Comment from Don Smith (Locker 090) – I used to own a demolition and concrete cutting company and normally all you need to do is surface grind the cement down so it can drain into the drain. I do think that should be on the contractor though so it can be done to code.

Comment from Charlie Weeks – Yeah, we will walk through it and see what we can come up with to go back to the builder and the contractor with so we can see what we can do to fix that.

## **2. Beach Club Updates – Mark Schieber (Absent) – Talley Snow (Representing)**

Comment from Talley Snow – I just wanted to point out Joelyn has done a great job of keeping up with an activities calendar and posting on Holiday RV Park Owners page. So, I wanted to thank Joelyn for taking that task on.

Comment from Joelyn Lutz (Locker 369 & 850) – If anyone would like to add anything to the calendar let me know and I can add it on for December. I think we are going to do Christmas caroling and other activities so let me know.

## **3. Reserve Study – John Watkins**

I am reaching out to the gentleman that prepared the new reserve study to have him remove the draft watermark and email it to me and Aaron. Once we have gotten a copy of it, we will have it available in the office for anyone to look at and upload it to the member’s portal.

## **4. Budget, Rates, Capital Budget – Finalize – John Watkins**

We are projecting a deficit of \$18,000 next year with all the projects we have currently planned for 2023 but we are looking to come under that. Budget currently shows \$127,000 but we are making some changes to it by removing the landscaping project since we can’t afford to do the improvement right now. This brings it down to \$87,000. This includes a budget of \$36,000 for IT which will be for the new server and a couple of items upstairs. We are making all loan payments on time and working on decreasing the remaining balance as quickly as we can. We will be raising the rates this next year and I should have the finalized number by the next board meeting.

## **5. Rules and Regulations – Finalize for 2023 – Joyce Aldrich**

We will be discussing the changes to the rules and regulations in executive session today. As a reminder, I don’t anticipate making any huge changes to the rules next year!

## **6. Annual Meeting – Mark Schieber (Absent) – Aaron Cartwright (Representing)**

We are considering changing the venue to the Portuguese Hall in Arroyo Grande to cut back on costs since they do all the cooking, cleaning and have available parking for all that would want to attend. The Moose Lodge in Pismo is too crowded, we must provide our own food and the lack of parking necessitates us to rent a van for shuttling people to-and-from, which is expensive. We are thinking of switching back to a dinner format instead of lunch format as we have done in the past 3 years and going back to a traditional dinner where everyone will attend the meeting in the morning, go home for a couple hours and return for dinner, drinks, and dancing.

Comment from Charles Nunes – That is something we will be discussing in executive session today so we can make a final decision.

## **7. Board Openings and Resume Submittal – Charles Nunes**

As some of you may know, Brenda resigned at last meeting due to personal issues and will not be serving as president on the board. As Vice President, I will be taking over as President for the time being. This leaves a vacancy on the board which we would like to fill with the person who was next in line from the previous election which is something we have done in the past. The board would like to put Denise Gagliardi on the board to fill Brenda's term, but we do have to do it as a formal vote. So, I would like to have a motion made to bring Denise onto the board.

Comment from Charlie Weeks – I want to make a motion to include Denise on the board.

Comment from Talley Snow – I will second that.

Next year Mark, Joyce and John will be up for re-election, if they chose to run again. Otherwise, we are asking for volunteers to help us out on the Board next year! You can grab the information for the resume in the office and submit your resume but must be submitted by the closing of December meeting to be eligible.

## **New Business**

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### **1. Property Taxes – Liz Cuccia**

The first installment of the property taxes is \$44,000 and some change. The second installment will be due in April 2023.

### **2. Thanksgiving Potluck – Aaron Cartwright**

Joelyn and Elsie were here and covered all information for the potluck earlier. Potluck will start at 3pm and the park has provided money for the turkey and ham. Anyone in attendance is asked to bring a side dish and drinks.

Comment from Elsie Metzler (Locker 828) – I forgot to mention there is a sign-up sheet in the office for people to sign up to bring appetizers or a side dish.

## **Member's Comments**

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Joelyn Lutz (Locker 369 & 850) – From a social media aspect of things, I receive emails from other glamping parks for discounts running in their parks. I am not sure if Holiday offers any kind of discounts like this but we should think about possibly sending out emails with the discounts to get people to come to the park when it is slower in the park like right now. We could post pictures and let people know about the discounts. Also, we currently have a variety of new games in the clubhouse that were donated that are for use by anybody staying in the park. Please make sure to put the pieces back in the boxes when you are done with the games. And lastly, one more comment about the showers, the sliders are nice but we tend to forget to slide them back to the vacant so maybe we could put a hook in the shower to hang towels or something so people can see them through the door and know it is occupied.

Tina Griffith (Locker 17) – I just want to say the office staff has been outstanding. When I send a message to Aaron needing help with something he is on it. I am so in awe and just so happy that you are the manager.

Fernando Soares (Locker 87) – Firstly, how long are you going to keep him? Next meeting and then you are going to kick him out? Because we really like people like him and want to see him stay around for a long time.

*Reply from Darin Batty – He is not going anywhere.*

I just want to make sure because you guys say that and then next time I come, he may be gone. That happened with the last manager and I am not going to ask why but I just want to ask how long he is going to be here.

*Reply from Charles Nunes – We hope he stays for a long time but we have no plan of getting rid of him unless he wants to leave.*

I just want to make sure you don't get rid of him because we appreciate what he does and appreciate what he can do. And we appreciate what Jennifer does as well. We like the work they do and we like the way they take care of the park.

*Reply from Charles Nunes – We appreciate Aaron and want to make sure we keep him around for as long as he is willing to stay.*

Secondly, I am here for 2.5 months. I use all the utilities and everything for those 2.5 months. Why don't we charge extra for the utilities like the other parks? Like \$10 or something per day? I just think it should be for a lot of people who stay her longer stays to help with the bills of the park. We see more and more people staying in the park long term now. We are seeing less and less spaces for the people coming in short term or on their shares.

*Reply from Charles Nunes – This has been mentioned before in past meetings. In the CC&R's & Bylaws, it states every member must be allotted 21 prime and 21 non-prime FREE days which means we cannot charge for utilities in the spot they are renting for their RV while using those free days. The members must vote to change that and have us implement charging but it must be 2/3<sup>rd</sup> majority vote yes.*

*Reply from Talley Snow – It also states in the CC&R's that the park must pay the utilities.*

Lavena Amaral (Locker 380) – Does the park have a Human Resources department for Aaron if he feels there is any issues?

*Reply from Charlie Weeks – There actually is. We have that through our payroll/insurance group and he can contact them anytime he needs to with questions and concerns.*

Robert Malone (Locker 295) – I have arthritis and I use the handicap stall to take my showers. I noticed there isn't a towel hook so I was wondering if we could get one in there so we have a place to hang our towels when we are taking a shower.

*Reply from Charles Nunes – We can look into it and see what we have. Kim can take a look and see if there is anything we have or have Aaron order something in order to make sure we have those hooks in all shower stalls.*

Dennis Rambus (Locker 823) – In talking about the electricity, have we thought about possibly supplementing the electricity with solar panels. I know the State of California is offering rebates right now if people switch to solar instead of electricity.

*Reply from Charles Nunes – We had solar years and years ago before we had the pool which constantly had to be heated. It hasn't been addressed yet with the board but we may be able to look into it and see what information we can find. It is a good idea but we would have to see what can even be placed in the park and if it can handle the capacity we would need for the park.*

Elsie Metzler (Locker 828) – What kind of pipe did you replace for the gas?

*Reply from Charles Nunes – The contractor used piping that was code and proper piping and did not use PVC like what was used prior.*

I have to say I resent you sitting there saying how beautiful of a place we live in and that you are going to raise our rent but then not tell us what you are going to raise the rent to. You should just not even say anything about raising the rent if you aren't going to tell us what it is going to be raised to.

*Reply from John Watkins – The rates are already set for this year. The board will be discussing the new rates for next year in executive session today and we will have the finalized rates by next board meeting.*

### **Board Member's Comments**

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Charlie Weeks (Locker 007) – There has been a lot of discussion and everyone knows by now that we made a change to relieve the old manager and move Aaron into the Manager's position. After 8 years of working in that office, he knows this park forwards and backwards and has the right personality to handle exactly what we need and we were so fortunate to be able to get him to shake his head yes to the position. He is so valued by the board because we get to see the inside and the outsides of what the office is and what the potential of what it is going to be. Also, there have been a lot of comments that the change was due to specific members on the board but it was the hardest decision we had to make but we did make the decision as a board of nine after many meetings and discussions and did what we needed to do. There wasn't one person, there wasn't three people, it was nine people that made the decision. This was a well thought out decision and was not a knee jerk decision made by the board. Any questions about that?

*Comment from Lavena Amaral (Locker 380) – I appreciate you bringing that up and know that had to be a decision that was made by everyone otherwise you guys could be in trouble. There can be lawsuits and other things that come up especially in regard to employees.*

*Comment from Talley Snow (Locker 818) – Actually all decisions. Not one person on this board can make a decision by themselves.*

John Watkins (Locker 016) – Yesterday Liz and I were talking about social media and the website and our social media presence is terrible. We do not have a direction as to where we are going to go with it but there are several companies we can hire to help us with it and that is going to be on the front burner. Because we can entice people to come in and use our discounts that we have like Joelyn was talking about. We need to update the website so people can easily see those discounts and take advantage of them.

*Comment from Joelyn Lutz (Locker 369 & 850) – A suggestion might be to contact Cal Poly and see if there is a media student who would like a small job or something like that.*

*Comment from Charles Weeks (Locker 007) – The board is going to meet and discuss these items because there are definitely some steps we can take to make everything new and improved. We definitely need to update the website and upgrade the website as well. Need to realign our google clicks, website and upgrade our advertising.*

Charles Nunes (Locker 257) – I just want to just state my appreciation for what Brenda has done on this board and what she has done in the past with the Beach Club and just in the park trying to make a difference. I am sure she will continue to help when she can with the Beach Club and making a difference in the park. It is sad that we lost her as one of the members of the Board but we are happy to have Denise come aboard on us and see what she can do while sitting on this board. Sometimes it can be a hassle but it's also sometimes good as well. Welcome to our Board Denise and we look forward to seeing what you will do! If we can go ahead and if I can have someone make a motion so we can adjourn to executive session.

**Darin Batty made a motion to adjourn to executive session, seconded by Talley Snow.**

## **All Motions**

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**Charlie Weeks made a motion to add Denise Gagliardi onto the board, seconded by Talley Snow.**

**Roll Call: Tom Barcellos, Darin Batty, Charles Nunes, Talley Snow, John Watkins, and Charlie Weeks voted yes. Joyce Aldrich and Mark Schieber absent. Motion carried.**

**Charlie Weeks made a motion to approve the minutes of the October 8, 2022 meeting, seconded by John Watkins.**

**Roll Call: Tom Barcellos, Darin Batty, Charles Nunes, Talley Snow, John Watkins, and Charlie Weeks voted yes. Joyce Aldrich and Mark Schieber absent. Denise Gagliardi abstained due to not being on the board last meeting. Motion carried.**

**Tom Barcellos made a motion to move \$44,273.42 from dues account to operating account to pay the property tax bill.**

**Roll Call: Tom Barcellos, Darin Batty, Denise Gagliardi, Charles Nunes, Talley Snow, John Watkins, and Charlie Weeks voted yes. Joyce Aldrich and Mark Schieber absent. Motion carried.**

**John Watkins made a motion to accept the October 2022 financials and pay the bills and payroll, seconded by Darin Batty.**

**Roll Call: Joyce Aldrich, Tom Barcellos Darin Batty, Denise Gagliardi, Charles Nunes, Talley Snow, John Watkins, and Charlie Weeks voted yes. Mark Schieber absent. Motion carried.**

**Charlie Weeks made a motion to give Maintenance \$1000 budget to buy 6 new golf cart batteries, seconded by John Watkins.**

**Roll Call: Joyce Aldrich, Tom Barcellos Darin Batty, Denise Gagliardi, Charles Nunes, Talley Snow, John Watkins, and Charlie Weeks voted yes. Mark Schieber absent. Motion carried.**

**Talley Snow made a motion to purchase two Milwaukee tool kits with \$1300 budget, seconded by John Watkins.**

**Roll Call: Joyce Aldrich, Tom Barcellos Darin Batty, Denise Gagliardi, Charles Nunes, Talley Snow, John Watkins, and Charlie Weeks voted yes. Mark Schieber absent. Motion carried.**

**Darin Batty made a motion to adjourn to executive session, seconded by Talley Snow.**

**Roll Call: Joyce Aldrich, Tom Barcellos Darin Batty, Denise Gagliardi, Charles Nunes, Talley Snow, John Watkins, and Charlie Weeks voted yes. Mark Schieber absent. Motion carried.**

Meeting adjourned at 10:25 am.

Respectfully Submitted,

Talley Snow

*Board of Directors – Secretary*

Cc

Jennifer Del Monte

*Senior Reservationist*

## Guest Survey Comments from October 2022:

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- “Speeding including the employees. Rules are not followed or enforced. Bathrooms standing water is a safety issue. Not being cleaning to the level they should be. Looking for the changes the board said would come.”
- “The ones I didn’t fill out were not used by us.”
- “Only that the entire staff is very professional and helpful. Everyone is very kind.”
- “I love this place. My one recommendation is to have the bathrooms cleaned daily at the same time with a sign posted Closed from 1:00-2:00 for cleaning for example. That way guests can work it around their schedule. Also, maybe some kind of lock on shower doors.”
- “You guys did a great job on the remodel. Also, your cleaning guy Mike keeps everything sparkling! can't wait to come back :)”
- “Most of the visiting Children that I have seen during my 3 week visit ride bikes and scooters without helmets. That needs to be corrected. It’s for their own safety otherwise everything was great!! Office staff also great!!”
- “Improve enforcement of rules and regulations. Excess speed, skateboarding, control political flags & Banners.”
- “Dog park needs to be improved it smells horribly.”
- “Had two trailers in the park this week and could not get the cable tv to pick up any channels from either spots.”
- “Toilets in restrooms don’t flush real good and sinks in men’s restroom don’t really turn on.”
- “We didn’t use Wi-Fi, cable, laundry, or restrooms.”
- “Very good customer service.”
- “Loved the location and the folks living in the park! The spaces are extremely small but doable. There was dog urine everywhere, in the roadway, on folks camping mats, grass, the is attributed to the simply awful dog park. The ammonia smell from the artificial grass and concrete "reeked" from 10 feet away. One Park resident advised us to walk to the park out on Dolliver. Many if not most RV'ers have dogs, a new space should be created to accommodate them. We felt safe and enjoyed our stay.”
- “Very sad to see that Julie was let go, and I don't think that was a positive step for HRVP.”
- “The spots are very tight, no room for rig and vehicle and no free parking on site seems ridiculous.”